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Customer & Stakeholder Perspective (Ends)	CS1: Understand and Respond to External Customer and Stakeholder Needs 	CS1a: % of Customers Actively and Accurately Reporting Supply Status via Tewls Release 2.0 Assemblage Management and Other Similar Reporting Tools  <hr/> CS1b: % of Customers Actively and Accurately Reporting Maintenance Status via a Medical Maintenance Enterprise System  <hr/> CS1c: # of Identified Action Items From Surveys  <hr/> CS1d: Annual Forecasting Plan Analysis 	08 - Realize a Viable Assemblage Management Capability, TEWLS R 2.0 (formerly CBOM / CSM) 
	CS2: Improve External Customer Readiness 	CS2a: % of Unforecasted Requirements From Stakeholder or Customer Accomplished by RDD  <hr/> CS2b: % Fully Mission Capable (FMC) Maintenance Significant Items (per AR 750-1-2) 	08 - Realize a Viable Assemblage Management Capability, TEWLS R 2.0 (formerly CBOM / CSM) 
	CS3: Promote Customer and Stakeholder Collaboration and Communication 	CS3a: % Change of Inbound / Outbound Volume (reflecting increase of quality and timeliness) of RFIs (CHATTER) 	
	CS4: Improve Stakeholder Value and Reduce Customer Logistics Burden 	CS4a: % of Progress Against Plans for Implementation of Army Campaign Plan / ARFORGEN Centralized Programs (i.e. MMRP, BCT UDP, and Training Sets). 	21 - Full Medical Materiel Readiness Program (MMRP) Implementation to support ARFORGEN tenets [U] - Expand Reset capabilities to support ARFORGEN -... 

Internal Perspective (Ways)	IP1: Improve Requirements Planning and Synchronization 	IP1a: % Changes to the Executive Level Fielding Schedule    IP1b: # of Changes to the Executive Level Fielding Schedule 	
	IP2: Expand and Optimize Production Capacity 	IP2a: % Changes to the Executive Level Fielding Schedule    IP2b: % of ARMT Plans Not Executed    IP2c: % of Missions Adjusted vs. Planned Missions  	
	IP3: Execute an Integrated Lifecycle Management Process 	IP3a: Operational Availability (Ao)   IP3b: % of Standardized Processes   IP3c: % of Identified Medical Equipment With Approved ILS Strategies 	08 - Realize a Viable Assemblage Management Capability, TEWLS R 2.0 (formerly CBOM / CSM)   46 - Achieve Acquisition Integration Benefits by Aligning Processes, Objectives and Teams 
	IP4: Integrate Medical Maintenance Capabilities 	IP4a: % Progress Against an Establishment Plan  	Develop System Level Procedures and Work Instructions for APS and RCHD Maintenance Operations    Develop System Level Procedures and Work Instructions for M3D.   Develop System Level Procedures and Work Instructions for NMP.  

	<p>IP5: Improve and Expand USAMMA Processes, Services, and Products </p>	<p>IP5a: % of Products with a Program Baseline </p> <hr/> <p>IP5b: % of Products with Requirements Documents </p> <hr/> <p>IP5c: % of Advanced Development Products Meeting Schedule </p>	<p>11 - Automated Interactive Training for Medical Equipment Items </p> <hr/> <p>21 - Full Medical Materiel Readiness Program (MMRP) Implementation to support ARFORGEN tenets [U] - Expand Reset capabilities to support ARFORGEN -... </p>
Learning & Growth Perspective (Means)	<p>LG1: Optimize Organizational Design and Human Capital </p>	<p>LG1a: % Progress Against TDA Update </p> <hr/> <p>LG1b: % of Succession Plans Approved Against Critical Positions </p> <hr/> <p>LG1c: % of Fill On-hand Compared to Required Positions for Category A (Total TDA) and Category B (Critical Only) </p>	<p>44- Synchronize Workforce Training &amp; Education [U] </p>
	<p>LG2: Enhance Organizational Learning </p>	<p>LG2a: % Accomplishment of IDPs </p> <hr/> <p>LG2b: # of Populated Artifacts in KM System </p>	<p>44- Synchronize Workforce Training &amp; Education [U] </p>
	<p>LG3: Promote an Organizational Culture of Innovation and Quality </p>	<p>LG3a: % of Organizational Performance Excellence Program Completed </p>	<p>NEW: Organizational Profile </p>

	<p>LG4: Promote Organizational Information Technology Excellence</p> 	<p>LG4a: % of Progress Completed Against the ICT Plan</p>  <p>LG4b: % of Meet or Exceed Ratings for Top 5 Established Performance Objectives in Service Level Agreement (SLA)</p> 	<p>01 - Corporate Performance Management and Metrics Framework</p> <hr/> <p>29 - Develop a Medical Maintenance Remote Diagnostic Access (RDA) Capability [U]</p> <hr/> <p>45 - Develop ICT Plan</p> <hr/> <p>NEW: Documentation, blueprinting, funding and implementation of a automation system that provides for a single process integrating maintenance with Fi...</p> 
	<p>LG5: Actualize a Viable Enterprise-wide System</p> 	<p>LG5a: # of Core/Critical Functionality Accepted in the Enterprise System Release Plan</p> 	<p>12 - Fully integrate WebMRE functionality into TEWLS/DMLSS enterprise System</p> 
Resource Perspective (Means)	<p>R1: Program and Budget for Vital Resources</p> 	<p>R1a: % of Validated POM Requirements Funded for Each MDEP and DHP</p> 	
	<p>R2: Improve Management of Vital Resources</p> 	<p>R2a: % of Mission Requirements Funded</p>  <p>R2b: % of Funding Returned to the Army After Fiscal Year-end</p> 	
	<p>R3: Optimize Facilities and Infrastructure</p> 	<p>R3a: % Progress against Facilities and Infrastructure Master Plan</p>  <p>R3b: # of Facilities Problems and Safety/Health Issues</p> 	

**Vision: A Fully Integrated Enterprise Providing America's Premier Medical Team With Innovative Medical Logistics Solutions**

**Mission:**

**Plan, Synchronize, and Promote Medical Logistics for Health Service Support to**

**Forces Conducting Joint and Full-Spectrum Operations By: [ ]**

**CS1: Understand and Respond to External Customer and Stakeholder Needs**

**CS2: Improve External Customer Readiness**

**CS3: Promote Customer and Stakeholder Collaboration & Communications**

**CS4: Improve Stakeholder Value and Reduce Customer Logistics Burden**

**CUSTOMER AND STAKEHOLDER OBJECTIVES**

**Equipping and Sustaining the Medical Force**

**IP1: Improve Requirements Planning and Synchronization**

**IP2: Expand and Optimize Production Capacity**

**Managing Medical Material Life Cycle Projects**

**IP3: Execute an Integrated Lifecycle Management Process**

**IP4: Integrate Medical Maintenance Capabilities**

**Managing Strategic Centralized Programs**

**IP5: Improve and Expand USAMMA Processes, Services, and Products**

**INTERNAL PROCESS OBJECTIVES**

**Advancing Organizational Performance Excellence**

**LG1: Optimize Organizational Design and Human Capital**

**LG2: Enhance Organizational Learning**

**LG3: Promote an Organizational Culture of Innovation and Quality**

**LG4: Promote Organizational Information Technology Excellence**

**LG5: Actualize a Viable Enterprise-wide System**

**LEARNING AND GROWTH OBJECTIVES**

**R1: Program and Budget for Vital Resources**

**R2: Improve Management of Vital Resources**

**R3: Optimize Facilities and Infrastructure**

**RESOURCE OBJECTIVES**